



Home energy advice

Understanding your gas and electricity bills

It's worth taking the time to understand your bills, as this is a good way to take control of your energy use and start saving money.

There are three things to check your bills for:

- 1 That you're being billed for the right amount.
- 2 That you're not building up any debt.
- 3 If there's a cheaper tariff you can move to.

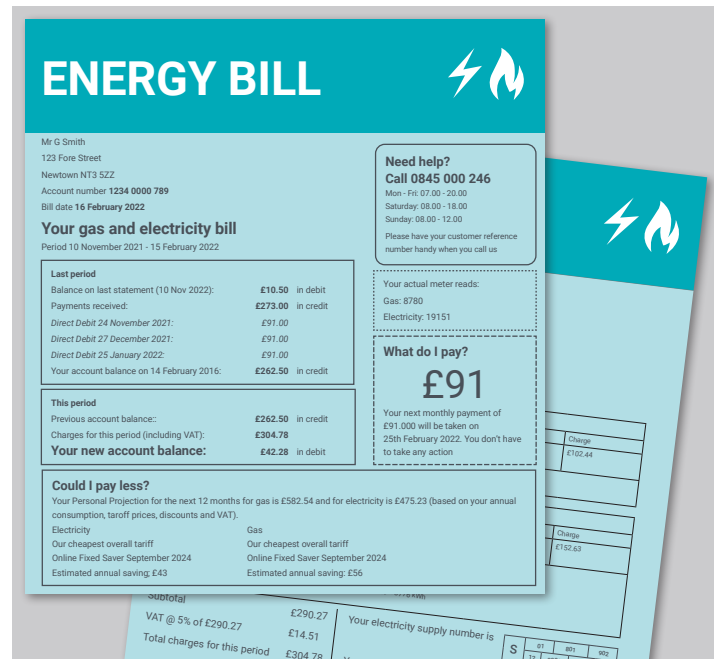
The type of document you receive will depend on how you pay for your gas or electricity. This will be either a demand for payment (if you pay when you get a bill) or a statement of what you've already paid (by direct debit or pay-as-you-go).

If you pay when you get a bill, you will receive your bill every quarter (every three months), or possibly every month. You will be told how often you will get bills when you sign up for the tariff. The bill will state the amount that you owe, minus any payments already made. The bill will also show when the payment is due and how the amount was calculated. You can then pay the bill in one payment or in instalments, or can set up a quarterly direct debit.

If you pay by monthly direct debit or pay-as-you-go, you will receive a statement every 3, 6 or 12 months. This will show the current balance of the account and is not a request for payment. Your account should normally be in credit as a direct debit pays for your

If you are **struggling to pay your bills**, contact your energy supplier as soon as possible. They will set up a manageable payment plan to help you. Don't just ignore your energy supplier's request for payments.

You might want to contact our Home Energy Advisors on **03000 120 120**.



gas and electricity up front. Because you'll use more energy in winter, by the spring your account will probably show a small debit (money owed) which will become a credit by the end of the summer.

If you've overpaid or underpaid in the past, suppliers will often lower or raise your direct debit to compensate, so it may not reflect how much energy you actually use. If your statement shows a significant credit or debit, submit a meter reading and ask your supplier to reassess your direct debit – the sooner you do this the better. You can ask for any excess credit to be refunded

Paperless billing

Some suppliers offer a discount to customers who manage their bills online and stop receiving paper bills in the post.

Online accounts allow you to see bills, provide meter readings and sometimes even switch tariff. But for some this change means they're less likely to look at their bills, which may end up causing problems.



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What's on your bill?

1 Account or customer number.

This is unique to you, and you'll need it when you contact your supplier.

2 Bill date and bill period.

The bill date is when the bill or statement was sent out. The bill period is the date range that the bill or statement relates to.

3 Balance on last statement.

This shows the balance carried over from the last bill or statement you received.

It should match the account balance on the last bill or statement you received.

4 Payments received.

This records payments made since the last bill or statement. If it's a bill, your payment(s) to pay off the last bill should be recorded here. If it's a statement, you should see all your monthly direct debits or your top-ups. If any of these payments are missing you need to contact your supplier.

5 Previous account balance.

This is the outstanding balance from the last bill or statement less any payments made since.

Mr G Smith
123 Fore Street
Newtown NT3 5ZZ

1 Account number 1234 0000 789
2 Bill date 16 February 2022

Your gas and electricity bill
Period 10 November 2021 - 15 February 2022

Last period		
Balance on last statement (10 Nov 2022):	£10.50	in debit
Payments received:	£273.00	in credit
Direct Debit 24 November 2021:	£91.00	
Direct Debit 27 December 2021:	£91.00	
Direct Debit 25 January 2022:	£91.00	
Your account balance on 14 February 2016:	£262.50	in credit

This period		
Previous account balance::	£262.50	in credit
Charges for this period (including VAT):	£304.78	
Your new account balance:	£42.28	in debit

Could I pay less?
Your Personal Projection for the next 12 months for gas is £582.54 and for electricity is £475.23 (based on your annual consumption, tariff prices, discounts and VAT).

Electricity	Gas
Our cheapest overall tariff	Our cheapest overall tariff
Online Fixed Saver September 2024	Online Fixed Saver September 2024
Estimated annual saving; £43	Estimated annual saving; £56

Need help?
Call 0845 000 246
Mon - Fri: 07.00 - 20.00
Saturday: 08.00 - 18.00
Sunday: 08.00 - 12.00
Please have your customer reference number handy when you call us

Your actual meter reads:
Gas: 8780
Electricity: 19151

What do I pay?
£91
Your next monthly payment of £91.000 will be taken on 25th February 2022. You don't have to take any action

On a bill, this figure will be £0.00 if you have paid off your previous bill. On a direct debit statement this figure should be a considerable credit.

6 Charges for this period (including VAT).

This records the total costs incurred of all the gas and/ or electricity used within this billing period. To see more about how this is calculated see sections 13-15 below.

7 Your new account balance.

This is what you owe, or are owed, in total. It's a combination of the charges for this period plus the balance from the previous period, taking account of all of payments received.

8 What do I pay?

This is how much you pay currently if you are paying by direct debit, or how much you owe if it's a bill. It may be more or less than your average monthly usage to account for previous over or under payment.

9 Personal projection.

This is a prediction of how much your gas and/ or electricity will cost over the next year.

10 Cheaper tariffs.

Your bill or statement must show whether there is a cheaper tariff you could switch to with your current supplier. Your supplier's customer service team can usually also advise if there is a better tariff for you. Your supplier normally only displays cheaper tariffs they offer, but another supplier might be much cheaper



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11 About your tariff.

The 'about your tariff' box contains all the information needed to compare your tariff against the market including.

- The name of your tariff.
- How you pay for fuel.
- The date your defined-length tariff ends (if you have one).
- Any exit fees you may have to pay. These can apply on any defined length tariff and you pay them if you switch to a different tariff more than four weeks before the tariff end date (above).

Usage over last 12 months. This is your estimated annual usage, calculated from all the meter readings received. This is the best figure to use when comparing tariffs.

12 Meter readings.

If you have an estimated read, your bill or statement will generally say 'estimated' or 'e' next to the reading.

If it says 'c' or 'a' then it's a 'customer supplied' or 'actual' reading. You should provide an accurate reading every month if possible, especially if you've recently moved in or changed supplier.

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11 About your tariff

Electricity	Gas
Tariff name Price Fix May 2016	Tariff name Price Fix May 2016
Payment method Direct Debit	Payment method Direct Debit
Exit date 31 May 2016	Exit fee Not applicable
Annual consumption 2983 kWh	Annual consumption 9734 kWh

12 About your charges

Electricity | Meter: S63G09053 12 13

Period	Previous reading	Latest reading	Electricity units used	Kwh rate	Charge
10 Nov 15 - 15 Feb 16	18395 <i>Estimated</i>	19151 <i>Your read</i>	756 kWh x	13.55p =	£102.44
Standing charge (88 days @ 18.00p per day) = £15.84					
Total electricity charges for this period = £118.28					

12 Gas | G4K68890234 12 13

Period	Previous reading	Latest reading	Gas units used	Kwh rate	Charge
10 Nov 15 - 15 Feb 16	8440 <i>Estimated</i>	8780 <i>Your read</i>	340 = 3776 kWh* x	4.042p =	£152.63
Standing charge (88 days @ 22.00p per day) = £19.36					
Total electricity charges for this period = £171.99					

*Your gas meter measures usage in units, but we bill in kWh. Here's how it works
 GAS UNITS USED x CALORIFIC VALUE (39.1) x VOLUME A5 (1.02264) ÷ 3.6 = 3776 kWh

Subtotal 15	£290.27	Your electricity supply number is	S	01 12	801 0002	902 0075	216
VAT @ 5% of £290.27	£14.51	Your gas meter point reference number is 50 63 45 19 04 16					
Total charges for this period	£304.78						

13 Unit rate.

This is the price you pay per unit of gas or electricity, both of which are measured in kilowatt hours (kWh). If you are on Economy 7 there will be two electricity unit rates: one for peak times, the other for off-peak. Your gas meter will measure gas in either cubic meters (m3) or 100s of cubic feet (hcf), but, like electricity, gas is sold in kilowatt hours. The way this is calculated is shown on your bill. Our example bill shows a calculation for a metric meter. You can

convert from hcf to m3 by multiplying by 2.83.

14 Standing charge.

This is the charge you pay per day, regardless of how much gas and/or electricity you use. Some suppliers have no daily standing charge, or reduce it if you pay by direct debit.

15 VAT.

VAT on domestic electricity and gas is 5%. If you're paying more than this, then you're being charged a commercial rate and should contact your supplier immediately.

16 Meter point reference number (MPRN) and Meter Point Administration Number (MPAN).

These are your unique supply numbers: MPAN or 'S number' for electricity and 'MPRN' for gas. By law they must appear on your bill but are not usually printed on your meter. When you switch supplier, it helps to provide these numbers.



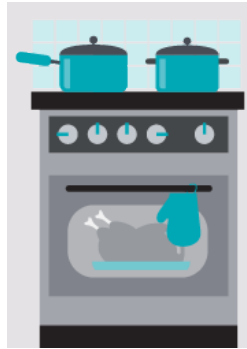
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A few ways to cut your electricity and gas use, and save money...



Give your clothes a day in the sun; and give your tumble drier a break. Clothes dried in the fresh air feel great, and there are drying days in winter, too.

When you're cooking, keep the oven door shut as much as possible; every time you open it, nearly a quarter of the heat escapes.



Food in the oven cooks faster when the air inside flows freely, so don't put foil on the racks.

Don't leave your phone on charge all night. It only needs three hours – and try not to leave the TV and other kit on stand-by.

Catch 'em young. Encourage your children to switch off electric toys and lights that they're not using. They'll soon get the hang of saving energy.



Cup of tea or coffee? Only fill the kettle with as much water as you'll actually use (but make sure you cover the metal element at the base)

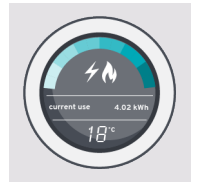
Dodge the draught! Fit draught-excluders to your front door, letter box and key hole, and draw your curtains at dusk to keep the heat in.



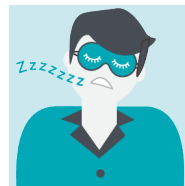
Buying a new appliance? Check the energy label and buy A-rated good for the most efficient.

Be a friend to your freezer. Defrost it regularly to help it run more efficiently.

Turn your heating down by just 1 degree. You'll hardly notice the change in temperature, but it'll make a big difference to your heating bill.



Wait until you have a full load before running the dishwasher or washing machine. One full load uses less energy (and water) than two half-loads.



Sleep tight. Make sure all the lights are turned off when you go to bed, or use a low-wattage night light if you do need to leave one on.

New computer? Laptops typically use around 85% less energy than a new desktop PC.

For Home Energy advice please contact our Home Energy Advisors on **03000 120 120** or at homeenergyservice@alliancehomes.org.uk

Centre for Sustainable Energy

Produced in collaboration with the Centre for Sustainable Energy (CSE).

The charity supporting people and organisations to tackle the climate emergency and end the suffering caused by cold homes.

cse.org.uk

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